



Qwest Teleconference Service State of Utah



GENERAL INFORMATION

There are two types of conferencing:

- **Reservationless**
- **Operator Assisted**

Web conferencing features are available with both types of conference calls. These conferencing types are defined here.

Important Definitions:

Moderator: The person who owns the conferencing account and is billed for the service. The moderator will have an access number, a unique room number and a unique PIN.

Scheduler: The person who schedules the conference.

Access Number: A toll-free or long-distance number that is dialed by all conference attendees to connect to the conference service.

Room Number: A seven-digit number that all conference attendees enter once they connect to the conference service. A conference attendee always presses the * key before and after the room number. For example if your room number is 1234567 you will press *1234567*.

PIN Code: A four-digit code that the moderator enters to start the conference. The PIN code is for security; moderators should not share the PIN code.

To establish an account dial:

DTS Order Desk
(801) 538-3002

Setup time is approximately four days.

For further information contact:

DTS Help Desk
Phone: (801) 538-3440
Toll-free: 800-678-3440

RESERVATIONLESS SERVICE

Reservationless conferencing allows the moderator to hold a conference call any time without operator assistance. Once the moderator account has been established, the moderator will have an access number, a unique room number and a unique PIN. The moderator simply provides conference participants with the access number and room number. The moderator will use the PIN code to begin the conference. Participants will be placed on music hold until the moderator dials into the conference call.

Conference calls may be activated from any telephone in any location meeting with up to 100 participants. With Reservationless Conferencing, there are no minimum use charges; you only pay for what you use.

As a moderator, you begin a Reservationless conference by:

- Dialing your access number.
- Dialing your *room number* - dial the * key before and after your room number.
- Entering your four digit *PIN code* (moderator only) - dial the * key before and after your PIN code.

Your conference is now open and ready to accept participants. Participants only dial the access number followed by the room number to enter the conference. They do not need to enter the PIN code; that is only required of the moderator. As participants enter the call you will be notified by two audible beeps.

OPERATOR ASSISTED

Operator Assisted Conferencing is an operator-managed service designed specifically to handle calls that require enhanced services and/or a more personal touch.

OPERATOR ASSISTED (cont.)

To schedule an Operator Assisted Conference:

- Call 1-800-860-8000 and select option one.
- The reservationist will ask for your company name and the moderator's name.
- The reservationist will ask for the date and time of the call, duration of the call and how many people will be dialing in.
- The reservationist will provide you with an access number and a seven-digit conference ID number.

The person who schedules the call is referred to as the scheduler. The host of the call is referred to as the moderator. Be sure to make a note of the access and conference ID numbers.

When you invite your participants to an Operator Assisted Conference you will need to provide them with the following information:

- Access number
- Conference ID
- Name of the moderator

To begin an Operator Assisted Conference:

- Dial the access number assigned to your reservation.
- Provide the operator your name, company name and conference ID number.
- As the moderator, you will be placed in a sub-conference and will be able to communicate with the operator before the call begins. The participants will be placed on music hold until the conference begins.
- When you are ready for your conference to begin the operator will introduce you. At that time, the operator exits and you now manage your call.

COST INFORMATION

Toll Free Dial In

Reservationless	\$.14
Operator Assisted	\$.25

Caller Paid Dial In

Reservationless	\$.12
Operator Assisted	\$.16

Operator Assisted (Dial Out) \$.25

All costs are per minute per connection.

Note: These rates are only available when accounts are set up through the Division of Technology Services Order Desk at (801) 538-3002. You will pay a substantially higher rate if you have the Conferencing Center create an account for you.

A conference can be set-up immediately by dialing 800 860-8000 and selecting option 1. This is only for users who do not already have a Room Number. **These calls will be charged at a substantially higher rate. Users are encouraged to establish an account by following the instructions on the first page of this document.**

For Additional Information:

<http://conferencing.qwest.com>

or, visit our web site: at:

<http://its.utah.gov/productsservices/voiceproducts/moreteleservice/conferencecalling.htm>

Moderators who have an account can receive help at any time by dialing **800 860 8000, option 2.**

TOLL-FREE vs. CALLER PAID

Participants can use a toll-free number to connect to a conference or can make a long distance call to connect to a conference. When using the toll-free number provided to connect to a conference this is called *toll-free dial-in service*. When a participant makes a long distance call to connect to a conference this is called *caller paid dial-in service*. Moderators may also choose to have operators call participants to add them to a conference. This is called *operator-dialed service*. Operator-dialed service is charged \$.25 per minute to each participant.

Toll-Free Dial-In Service

Participants dial a Toll Free number to access the Conference Bridge. The Moderator assumes responsibility for all charges related to the call. Up to 100 call participants can be supported.

Note: A combination Toll Free/Caller-Paid Dial-In call is also available for all call types. At the time of the reservation, the Moderator must request both Toll Free and Caller-Paid phone numbers.

Caller Paid Dial-In Service

Participants dial a pre-assigned telephone number and enter a 6-digit access code. Each participant pays their own long distance charges to reach the Conference Bridge.

The Moderator assumes responsibility for the bridge charges and any special feature charges. This service supports up to 100 call participants.

Note: Use this service only when non-State participants will pay for their own long distance call. When the State will pay, Toll Free Dial-In Service is less expensive.

Operator-Dialed Service

The Qwest Teleconference Specialist dials out to each participant, including the Moderator, and adds them to the call. The Moderator assumes responsibility for all charges.

HANDY FEATURES

Available to all Conference Attendees:

6 Self mute

Available only to the moderator:

2 Disconnect last participant

3 Redial last outgoing call

7 Lock/unlock access to conference

9 End conference and disconnect all participants

10 Help Desk assistance

50 Mute all participants

59 Unmute all participants

74 Deactivate entry tones

007 Participant count

Note: Press the * key before and after each command.

TRAINING

Live and Web-Based training for moderators is available at:

<http://conferencing.qwest.com>.

